# Shalene Pereira

Senior Consultant

**📞 9619421630 | 📧 Shalene.pereira@outlook.com**

Highly motivated Salesforce Developer with 5+ years of experience in CRM solutions, including 2+ years as a Salesforce Developer and 3 years as a Siebel Developer. Expertise in Salesforce customization, Apex, Lightning Flows, LWC, and data validation.

# Experience

## LTIMINDTREE | Salesforce Developer *November 2022 - Present*

## Delivered high-impact Salesforce solutions across Sales domains, optimizing workflows and enhancing user experience.

## Developed robust Apex classes, triggers, and Lightning Flows and LWC to support complex business requirements.

## Streamlined administrative tasks by managing profiles, roles, validation rules, and page layouts, ensuring compliance with security protocols and governor limits.

## Diagnosed and resolved system bugs, enhancing performance and reducing error rates by 10%.

## LTIMINDTREE | Siebel Developer *September 2019 - October 2022*

## Configured and customized Siebel Financial Services to meet diverse client needs.

## Automated processes using Siebel workflows and e-scripts, achieving a 50% reduction in manual effort and improving productivity.

## Developed custom business components and enhanced UI for an improved user experience.

## Designed automated workflows for contract renewals and service requests, resulting in faster response times and better customer satisfaction.

# Education

## Bachelor of Engineering in Computer Engineering *June 2019* Mumbai University

# Skills

**Salesforce CRM**: Apex, Lightning Experience, Flows, LWC, Force.com  
**Development Tools**: Eclipse IDE, Git, Sublime Text, JavaScript, HTML5, CSS3  
**Data Management**: SOQL, Oracle DB, MySQL, Data Loader  
**Other CRM Systems**: Siebel Tools, e-script

**Key Achievements**

* Engineered Salesforce solutions that improved operational efficiency by 35% while adhering to Salesforce’s governor limits.
* Designed and implemented automated Siebel workflows, reducing manual workload and enabling teams to focus on strategic priorities.